

Customer Service Report for ALW



for Monday, May 1, 2006 to Wednesday, May 31, 2006

	Created				Assigned/Pending/ Checked Out			Closed			Average Minutes to Close
	DCS	ALW	Web	Other	DCS	ALW	Other	DCS	ALW	Other	
Accounts											
Access/Login	2	0	0	0	0	0	0	1	1	0	6
Deactivate/Close	1	0	0	8	0	0	0	9	0	0	3
Password Reset	1	0	0	2	0	0	0	1	2	0	2
Grand Total:	4	0	0	10	0	0	0	11	3	0	3

Total Tickets Closed:	14
Total Tickets Assigned/Pending/Checked Out:	0
Total Tickets Created:	14